

CL-10205010-6671

September 24, 2007

2007 OCT -3 PM 12:14

Administrator
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

2007 OCT -2 P 1:35

RE: Global Electric Motorcars, LLC
Safety Recall - Auxiliary Boards

I am the original owner of GEM EB25/4 Four Passenger Cart VIN # 5ASAG474XYF [REDACTED] purchased in 2000.

In February I received a letter (see enclosed copy of that letter) from Global Electric Motorcars, LLC (mailed 2-9-07) informing me of a safety recall for my GEM cart. Since I live in Michigan and use the GEM only during the summer (May - October) on Bay Harbor property located near Petoskey Michigan I thought I would find out more information about this recall during the annual inspection of Bay Harbor GEM carts when Global Electric Motorcars and Fox Charlevoix would be there.

On June 23, 2007, during the 8th Annual Bay Harbor Appreciation Day Sponsored by Global Electric Motorcars and Fox Charlevoix my cart was inspected and I discussed the safety recall and scheduled Fox to do the safety recall between July 16th and July 27th while I was on vacation and away from Bay Harbor and would not need to use my GEM.

On July 19th Nicole representing Fox Charlevoix called and informed me that after their inspection of my GEM cart, they can not perform the safety recall unless I replace the battery charger which could cost me about [REDACTED]. According to Nicole they are finding the new auxiliary board is incompatible with the battery charger on my cart. She stated that it is necessary to replace the old battery charger with a rebuilt Zyban or a new Delta Q charger. I informed her I would discuss this with Global Electric Motorcars, LLC and get back to her. Fox Charlevoix charged me \$157.85 for that inspection.

I next called Royal Administration Services (888) 813-8659 which is listed on the original recall notice from Global Electric Motorcars, LLC as the place to call to schedule a service appointment. They informed me that many vehicles have gone through the safety recall with out a problem and denied any knowledge of a problem with this recall and "older" battery chargers.

I then called Schaefer & Bieri Chrysler Dodge Jeep GEM in Frankenmuth Michigan (800-882-8893) who like Fox Charlevoix, is an authorized GEM dealer. I spoke with Matt in service and he told me the same thing Fox told me, they are also finding they have to replace the battery charger to have compatibility with the new auxiliary board.

On 8-22-2007 I called Global Electric Motorcars, LLC Customer Service (888)-813-8659 and first spoke with Troy then Kathy Jorgenson who acknowledged the problem that Fox and Schaefer & Bieri are having with the recall and the need to replace the older Schott (silver box) charger with either a Zyban (Part # 0106-00539 [REDACTED]) or a Delta Q (part # 1206-00027 [REDACTED]). I mentioned that NEV Service had offered a special 2007 electronics upgrade from March 1st to May 15th, which included a Delta Q battery charger, 6 new gel batteries, wire harnesses, battery cables and motor controller if applicable for the price of [REDACTED] not including labor, travel, shop supplies, tax or shipping (if necessary). I asked in light of this problem with the recall if they would extend this price to customers needing to replace the charger to complete the safety recall and she said NO!!!

AM
GEM
2007

According to the recall notification, if Global Electric Motorcars fails or is unable to remedy this defect without charge and within a reasonable time you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration. I feel GEM and its dealers are taking economic advantage of GEM owners involved in this recall. I believe other GEM owners involved in this recall will pay the price to change the charger or will ignore the recall because of the cost.

Sincerely,

A large black rectangular redaction box covering the signature area.

Saginaw, MI 



Global Electric Motorcars, LLC

A DaimlerChrysler Company

1201 Mill Street, Suite 200, Hanover, MA 02339 • Phone: 888-865-9200 • Fax: 603-888-8659 • Email: recall@gem.com

GLOBAL ELECTRIC MOTORCARS, LLC SAFETY RECALL -- AUXILIARY BOARDS

Dear GEM Vehicle Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Global Electric Motorcars, LLC (GEM) has decided that a defect, which relates to motor vehicle safety, exists in some 1999 through 2004 MY vehicles (2-Passenger, 4-Passenger, Short Bed, Long Bed).

The problem: The 12 volt output from the auxiliary board (a DC voltage to DC voltage converter) on your GEM vehicle may become inoperative and result in a loss of headlamp, tail lamp and turn signal lamp function. A loss of headlamps could impair a driver's visibility, increasing the risk of a crash. If there is a loss of tail lamp or turn signal lamp function, a following driver may not know when the brakes have been applied or that the vehicle in front is turning, so a rear-end crash could occur without prior warning.

What GEM will do: Global Electric Motorcars will repair your vehicle free of charge (parts and labor). This will involve inspecting the vehicle and replacing the auxiliary board on all affected vehicles with a new DC to DC converter, in addition to installing splash/spray protection and adjusting the dash seal as required. The work will take about one hour to complete. However, additional time may be required depending on how appointments are scheduled and processed.

What you must do: Simply contact Royal Administration Services to schedule a service appointment. The number to call is (888) 813-8659. Please have your Vehicle Identification Number Available when calling.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Royal Administration Services, 51 Mill Street Building F, Hanover, MA 02339, and Attention: GEM Safety Recall No. 002.

If Global Electric Motorcars fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Service
Global Electric Motorcars

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.